3Com® Express℠ Service

DATA SHEET

Advance hardware replacement, telephone support and software upgrades combine to provide a responsive maintenance support package

OVERVIEW

Express℠ Service is a complete solution for businesses that install and maintain their own network hardware. It offers essential 3Com® support elements that help you leverage your in-house resources. Express Service provides rapid hardware replacement, easy access to telephone technical support, and software upgrades.

KEY BENEFITS

ADVANCE HARDWARE REPLACEMENT

Trained specialists verify the source of your network problems by telephone. When hardware return is necessary, 3Com ships a replacement unit to arrive at your site within the committed time frame. Select 4-hour or next business day response times.

TELEPHONE TECHNICAL SUPPORT

Qualified technical support engineers help you resolve an unlimited number of incidents quickly and efficiently. Choose coverage during business hours five days a week or 24-hour coverage 365-days per year.

SOFTWARE UPGRADES

Using an assigned password, download the latest software upgrades from the 3Com website to optimize the performance of your network. Upgrades do not include separately orderable software releases. For 3Com voice products, the service includes minor releases that have a separate part number but does not include major voice software releases. For example, a major release would be a change from 1.0 to 2.0 and a minor release would be a change from 1.1 to 1.2.

ANNUAL AND MULTI-YEAR CONTRACTS

Express Service simplifies budgeting for network maintenance by providing a complete support service for one predictable annual fee. Multi-year Express Service contracts are also offered.

TERMS AND CONDITIONS

Availability of hardware response times may vary by geography. Contract and site minimums apply. The 3Com Service Agreement Terms and Conditions document is available on request.

HOW TO ORDER

To order Express Service or for additional information, please contact your local 3Com service reseller. Or contact 3Com Global Services directly.

Asia Pacific
Telephone: +65 6543 6645
Email: ap_service@3com.com

Europe, Middle East, and Africa
Telephone: +44 (0)1442 435529
Email: service_sales@3com.com

Latin America
Telephone: 305 461 8478
Email: gso_lat_admin@3com.com

North America
Telephone: 866 326 6222, toll free
Email: service_quotedesk@3com.com

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